# **REQUEST FOR PROPOSALS (RFP)**

for

# **CommuteInfo Emergency Ride Home**



#### Issued by the

**Southwestern Pennsylvania Corporation** 

On Behalf of the

Southwestern Pennsylvania Commission Regional Enterprise Tower 425 Sixth Avenue, Suite 2500 Pittsburgh, PA 15219-1852

> Telephone: (412) 391-5590 Fax: (412) 391-7161 E-mail: comments@spc9.org Website: www.spcregion.org

> > **April 16, 2004**

# **COMPLIANCE WITH REGULATIONS**

The Southwestern Pennsylvania Corporation, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation, issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration of an award.

# SOUTHWESTERN PENNSYLVANIA CORPORATION REQUEST FOR PROPOSALS (RFP)

# **CommuteInfo Emergency Ride Home**

#### Introduction

The Southwestern Pennsylvania Commission is designated under federal and state law as the Metropolitan Planning Organization for southwestern Pennsylvania. SPC's member counties are Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington and Westmoreland. Among other functions, SPC is responsible for regional transportation planning and programming.

The Southwestern Pennsylvania Commission (SPC) is no newcomer to ridesharing, having been an early proponent of alternative commuter options since the "energy crunch" days of the 1970s. At that time, SPC was instrumental in initiating a third-party vanpool program and started a call-in service for ridesharing information and assistance. SPC has always been engaged in ongoing outreach efforts to encourage major downtown employers to participate in the program and to promote ridesharing among their employees.

Through a strong network of partnerships, the CommuteInfo program offers a wide range of ride-sharing services to employers and commuters within the region, such as a toll free phone number for information and referrals, telecommuting resources, vanpool/carpool rider matching, transit/biking/walking resources, as well as park and ride lot maps.

The CommuteInfo regional Emergency Ride Home (ERH) service will be offered to commuters working at various employment sites throughout the Southwestern PA region (See Attachment B) and will supplement, not replace existing ERH programs. The purpose of the service is to provide a "safety net" for commuters and remove the barriers to-participation in ridesharing, transit, and other transportation demand management activities such as bicycling, walking, and telecommuting. The regional ERH service will serve as an integral supporting element of other regional transportation control measures and to facilitate the retention of existing commuters in rideshare and/or transit arrangements.

The Southwestern Pennsylvania Corporation is the administrative arm of the Commission. On behalf of the Commission, the Corporation is requesting proposals for the CommuteInfo Emergency Ride Home Service. The Scope of Services for CommuteInfo Emergency Ride Home is included as Appendix A.

# **Request for Proposals (RFP)**

The Request for Proposals for the CommuteInfo Emergency Ride Home Service may be downloaded from the SPC Website (www.spcregion.org) on or after April 16, 2004. Alternately, a printed version of the RFP may be obtained from SPC on or after April 16, 2004, by written or fax request to:

CommuteInfo Emergency Ride Home Service - RFP Southwestern Pennsylvania Corporation Regional Enterprise Tower 425 Sixth Avenue, Suite 2500 Pittsburgh, PA 15219-1852

Fax: 412-391-7161

Technical questions should be addressed to:

Lisa Kay Schweyer

Email: lkschweyer@spc9.org

Fax: (412) 391-7161

All technical questions must be submitted in writing. No answers will be given over the phone. Written answers, including any amendments to the RFP, if necessary, will be posted to the SPC website and will be mailed to each firm that requested the printed version of the RFP.

The deadline for technical questions is 4 PM, prevailing time, Monday, May 3, 2004. Answers will be issued by 4PM, prevailing time, Wednesday, May 5, 2004.

Procedural questions should be addressed to:

Vince Massaro

Email: vmassaro@spc9.org

Fax (412) 391-9160

Firms are invited to submit Technical and Price Proposals in response to this RFP. Individual firms may form teams with other firms in order to perform the tasks described in the Scope of Work.

# 1. Required Qualifications

The successful firm should exhibit expertise and experience in:

• A record of accomplishment on projects of similar complexity and magnitude.

# 2. Selection Process

A Selection Committee will evaluate each proposal submitted and, at its discretion, will recommend a firm to the Southwestern Pennsylvania Corporation. The Selection Committee is expected to include representatives from the following agencies:

- Southwestern Pennsylvania Commission
- Staff from one or more of SPC CommuteInfo program partner agencies

The evaluation will utilize the Proposal Evaluation Rating Sheet enclosed as Appendix B.

Proposals will be evaluated on the basis of the following criteria:

- Qualifications of the firm and of the key staff assigned to the project.
- Work Plan.
- Understanding of Project Objectives and Scope of Work.

The Selection Committee will evaluate and rate the Technical Proposals against each of the evaluation criteria, resulting in a rank ordering of the proposals on technical merit.

The top ranked firms with the highest numerical scores after evaluation may be asked to make oral presentations to the Selection Committee.

If needed, presentations are tentatively scheduled for Friday, June 4, 2004. If oral presentations are required, each firm's proposed project manager must take part in the presentation.

Award of this contract will be to the firm or firms determined to be the most responsible and responsive to this RFP and that provides the best proposal for SPC, all things considered. SPC reserves the right to reject all proposals.

#### 3. **DBE Goals**

SPC has a minimum Disadvantaged Business Enterprise (DBE) goal of 10 percent of the total value of the contract. Proposers are urged to make a good faith effort to achieve this goal in some manner in the contract. Any DBE firm proposed for the project, whether the lead firm or a subcontractor, must be DBE-certified prior to the contract award. SPC recognizes DBE certification by the Pennsylvania Department of Transportation, the Pennsylvania Department of General Services and the Port Authority of Allegheny County.

Valid proof of DBE Certification shall be included with the proposal. Any proposed DBE firm which is not certified by one of the recognized agencies at the time of proposal submission must indicate the status of its application with the recognized agencies and the basis for expecting that certification will be received by the time of contract award, which is anticipated for June, 2004.

# 4. Negotiations

SPC will enter into negotiations, on price and other matters, with the firm whose technical proposal receives the highest rating. If unable to successfully conclude a contract with that firm, SPC will break off negotiations and enter into negotiations with the next highest rated firm. This process will continue until a contract is successfully negotiated.

# 5. Technical Proposal

The proposers must submit ten (10) copies of a technical proposal package that contains the following sections.

**Letter of Commitment.** The letter should identify the lead firm and contact person, and other firms (if any) included on the team. The letter must identify the proposed project manager and

other key staff of the team, and commit them for the duration of the project if the team is selected. A letter of commitment should be included for each additional firm (if any) that is a member of the team. The letter must also state that the proposal shall remain in effect and will not be withdrawn for 90 days from the due date at SPC. Letters of commitment of the lead firm and of each additional firm (if any) must be signed by a duly authorized official of the appropriate firm.

**Scope of Work.** Include a statement that briefly summarizes the team's understanding of the work to be accomplished and the products to be delivered with specific reference to the tasks described in the Scope of Work (Appendix A). The statement should also indicate that each member of the proposing team has a clear understanding of the work they will be performing.

**Work Plan.** Describe how the team proposes to accomplish the work. Address the methodology, techniques and management approach that will be used. This section must include task and subtask descriptions and work schedules. Estimate the level of effort for each task, showing time required for key persons and labor categories. Include any unique or innovative methods, technology or concepts that the team will be employing.

**Experience Record.** Describe the experience of the lead firm and any subcontracting firms on similar projects. Also include a current Federal Standard Form (SF) 254, Architect - Engineer and Related Services Questionnaire, for each firm. If the firm does not have a current SF 254, include the information contained in the SF 254 in an alternate format.

**Key Staff.** Identify and include resumes for the proposed project manager and other key members of the team. Proposers should also include an organization chart of the team listing the specific responsibilities of each key staff member.

**Computer Services.** Identify all proposed computer applications for this project.

**DBE Compliance.** Describe how SPC's Disadvantaged Business Enterprise (DBE) goal of at least 10 percent participation will be accomplished. Included with this RFP is SPC's Contractor DBE Commitment Form (Appendix C). A copy of this form must be completed and returned with the proposal.

# 6. Price Proposal

Three (3) separately bound copies of the Price Proposal must be submitted in a sealed envelope, separate from the Technical Proposal. The envelope shall be marked with "CommuteInfo Emergency Ride Home Service - Price Proposal" and clearly identify the proposing firm or partnership.

The price proposal shall include signed duplicates of the Letters of Commitment. In addition, the price shall be presented by its components to include the following for each firm and major project task:

- Labor Hours and Direct Labor Cost Professional Staff (specifically for Key Staff and by labor category for other staff).
- Labor Hours and Direct Labor Cost Field Staff.
- Labor Overhead Professional Staff.

- Labor Overhead Field Staff.
- Breakdown of Direct Expenses, including:
  - Travel
  - Printing
  - Mailing
  - Telecommunications
  - Other
- Subcontractor Costs
- Unit cost per ride (by mode taxi, rental car, etc.)
- Profit
- Total Price

Subtotals by firm and task are also required.

#### 7. Due Date

Technical and Price Proposals must be received at SPC's offices by 2:00 PM, prevailing time, Wednesday, May 12, 2004. Proposals not received by that time and date will not be considered, and will be returned, unopened, to the proposing firm. The anticipated procurement schedule is summarized in Appendix D.

#### 8. Insurance

The Contractor shall procure, before work is commenced, and maintain at its own expense, during the entire period of the performance of this project, the following types of insurance with insurance companies authorized to operate in Pennsylvania, acceptable to SPC and rated A.M. Best:

- a.. Workers' Compensation and Employer's Liability
  - (1) Workers' Compensation Statutory
  - (2) Employer's Liability in an amount not less than:

\$1,000,000 Each Occurrence

\$500,000 Disease - Policy Limit

\$100,000 Disease - Each Employee

Note: Coverage shall be provided in accordance with the laws of the Commonwealth of Pennsylvania and the laws of each other jurisdiction as may apply.

b. Commercial General Liability

In an amount not less than:

\$2,000,000 General Aggregate

\$1,000,000 Personal Injury

\$1,000,000 Each Occurrence

c. Business Automobile Liability

With a Combined Single Limit not less than:

\$1,000,000 Each Accident

d. Professional Liability
In an amount not less than:
\$1,000,000 Each Claim
\$1,000,000 Aggregate

#### e. Valuable Papers

Coverage in an amount sufficient to assure restoration of any plans, drawings, field notes, records, or other similar data relating to work produced in this project in the event of their loss or destruction.

#### f. Approval

Contractor shall not commence work until it has forwarded to the SPC, for review and approval, certificates of the insurance required. SPC shall be given a minimum of thirty days notice in the event of change or cancellation of any of the required insurance.

g. Contractor shall indemnify, hold harmless, and defend SPC and all its officers, agents and employees, from and against any and all claims, loss or damage, charge or expense, including all costs of suits and reasonable attorneys' fees, to which it or any of them may be put or subjected by reason of any damage, loss, or injury to persons, including accidental death, or property damage caused by or resulting from the actions or inactions of Contractor, its employees, and/or agents, in the performance of the project. Contractor shall comply with applicable laws, ordinances, and regulations in the performance of the work hereunder. Insurance coverage must name SPC as an additional insured.

#### 9. Form of Contract

Under the contract resulting from this procurement, payment will be based on monthly reports and invoices submitted by the Contractor for SPC approval. The contract will be for one year, with the option of renewal for 4 (four) additional years. The end of the first year will be June 30, 2005. If a contract in not in place by July 1, 2004, the first year's contract will be prorated so the end date will remain June 30, 2005.

# 10. Required Meetings and Products

The selected firm or team will be expected to attend and participate in meetings at SPC's offices. These will include an initial kickoff meeting, and progress meetings. The Technical Proposal Work Plan should include a schedule of meetings.

The Contractor will be responsible for providing sufficient copies of any presentation materials for the meetings and will prepare and deliver draft meeting minutes to SPC within one week following each meeting.

# 11. Completion

All work covered by this procurement, including delivery and acceptance of all products, shall be completed within 12 months after Notice to Proceed.

#### 12. Instructions for Submission

Ten copies of the Technical Proposal and three copies of the Price Proposal must be received by SPC at the address below no later than 2:00 PM, prevailing time, on Wednesday May 12, 2004.

CommuteInfo Emergency Ride Home Service Southwestern Pennsylvania Corporation Regional Enterprise Tower 425 Sixth Avenue, Suite 2500 Pittsburgh, PA 15219-1852

## 13. Federal and State Interest

A portion of the funding for this project is provided from state sources through the Pennsylvania Department of Transportation (PENNDOT), and federal Department of Transportation sources through the Federal Transit Administration (FTA) and Federal Highway Administration (FHWA). Any contract awarded pursuant to this Request for Proposals will contain provisions required by PENNDOT, FTA, and/or FHWA, as appropriate.

## **APPENDIX A**

# Scope of Work

# CommuteInfo Emergency Ride Home Service

#### General Nature of Assistance Requested

The Southwestern PA Commission is soliciting proposals for its CommuteInfo program from qualified firms to accomplish the following: Provide and/or contract for transportation services on an as needed basis to commuters registered in the CommuteInfo Emergency Ride Home (ERH) database for commuters working inside the CommuteInfo region (see Appendix A-1 for the project description);

#### ERH SCOPE OF REQUIRED SERVICES

The objective of the CommuteInfo ERH service is to provide timely, reliable transportation services to commuters who carpool, vanpool, or ride transit to and from work, in the event of a personal or family emergency, personal illness, unscheduled overtime, or other eligible event. CommuteInfo seeks qualified firms to accomplish the following:

- 1. Provide and/or contract for transportation services on an as needed basis to commuters registered in the CommuteInfo ERH database for commuters working inside the SPC region (See Appendix A-2).
- 2. Provide all necessary personnel, dispatching equipment, certificate of insurance, vehicle inspection documents, and vehicles needed to satisfy the requirements of this RFP. For taxicabs and shuttles, vehicles will be used exclusively for ERH trips with no additional fares.
- 3. Respond to the pick-up site location to pick up registered ERH commuter (for taxi cab and shuttle service providers) or deliver the rental car (for rental car providers) within 10 to 15 minutes of notification of the need for emergency transportation service.
- 4. The proposer shall work out any necessary arrangements with additional service providers prior to the project start date (July 1).
- 5. Maintain records of emergency rides home provided in supplied software as well as a monthly invoice and paper report itemizing all rides & costs.

# **Appendix A-1**

# ERH PROJECT DESCRIPTION

#### A. Project Background

CommuteInfo provides commuter information and services for those who want commuter travel alternatives to driving alone in the Southwestern PA region. CommuteInfo's primary activities include providing transportation information, producing rideshare-matching assistance to employers with employee transportation programs, and promoting ridesharing and, other transportation demand management (TDM) strategies (i.e. telecommuting).

The CommuteInfo regional Emergency Ride Home (ERH) service will begin in July 2004. This service will be offered to commuters working at various employment sites throughout the Southwestern PA region (See Appendix A-2) and will supplement, not replace existing ERH programs. The purpose of the service is to remove the barriers to-participation in ridesharing, transit, and other transportation demand management activities such as bicycling, walking, and telecommuting. The regional ERH service will serve as an integral supporting element of other regional transportation control measures and to facilitate the retention of existing commuters in rideshare and/or transit arrangements.

#### B. Project Description

The objective of this non-exclusive RFP is to select taxi/shuttle and/or car rental agencies to provide timely, reliable-transportation services on an as needed basis for the CommuteInfo program. Prospective vendors will be required to provide transportation services to participating commuters who rideshare, in the event of an emergency, unscheduled overtime, or other eligible event. All transportation services will be offered between the hours of 6:00 a.m. to 10:00 p.m. Sunday through Saturday and will originate within the Southwestern PA region (Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington and Westmoreland counties).

For participating commuters who are registered to the CommuteInfo Regional database, the service is planned to work as follows:

- 1. Participating commuters would call 1-888-819-6110 for authorized use of the ERH service. CommuteInfo ERH contractor would make taxi rides, shuttle rides, car rentals, or transit (or a mixed combination) available to the participant based on their location, type of emergency, and available options;
- 2. Authorization would only be given in the event of a personal or family emergency and personal illness, unscheduled overtime, or other eligible event. CommuteInfo ERH contractor would then make the arrangements for transportation home, to the place of the emergency, or to another pre-approved location. The CommuteInfo ERH contractor would provide the commuter with the ERH authorization number (if applicable) or the CommuteInfo ERH contractor would provide the authorized ERH number to the commuter.
- 3. For ERH trips of 20 miles or less, CommuteInfo ERH contractor, would contact the taxicab or shuttle provider to arrange the location of the work site pick-up, the trip destination, and the pick-up time. Transit options would be considered when appropriate and applicable. For ERH trips of more than 20 miles, CommuteInfo ERH contractor would contact the rental car provider to arrange to have a vehicle delivered to the employee at the work site. In all cases, the most economical choice shall be made as long as it does not compromise the speed of getting the employee home.

- 4. The participant would show identification and present the pre-authorized ERH number given to them by their ETC (if applicable) or by CommuteInfo ERH contractor to the taxi cab, or shuttle driver, or car rental agent as proof of eligibility for service. The authorized ERH number would be placed on an invoice provided by the vendor the participant would be required to sign. The signed invoice would act as payment for the taxicab or shuttle ride, or for a 24-hour car rental. Registered commuters using the rental car option would be required to sign a standard rental agreement, show a valid driver's license, proof of insurance or purchase of insurance on-site, and provide a credit card number for collateral before the car is taken;
- 5. Taxi cab, shuttle, and rental car providers would verify, then accept the ERH authorized numbers in exchange for providing taxi, shuttle, and rental car services to eligible commuters. On a monthly basis, providers would remit to CommuteInfo all ERH vouchers with the corresponding authorized ERH numbers and an invoice for services provided during a one-month period. CommuteInfo will pay providers within 30 days of receipt of an approved invoice.
- 6. Eligible registered ERH participants would be able to use the service up to four times annually, a one-time exception will be allowed under emergency circumstances for non-registered commuters. After the one-time exception, pre-registration will be required of an individual in order to process an ERH request.

# Appendix A-2

#### **COMMUTEINFO EMERGENCY RIDE HOME SERVICE Participation GUIDELINES:**

- 1. In order to receive a ERH authorization number, an eligible commuter must be registered to the CommuteInfo data base and be either taking transit, carpooling, vanpooling, bicycling, or walking to their site of employment at least two times per week and on the day the ERH request is being made.
- 2. A one time exemption will be allowed for those commuters who are carpooling, vanpooling, taking transit, bicycling, or walking to their employment site and are not registered to the CommuteInfo data base.
- 3. Eligible commuters can use the regional ERH service up to four times annually (including the one time exception). The annual year is defined by each commuter's active registration date to the CommuteInfo regional ERH service.
- 4. Commuters who carpool, vanpool, take transit, bicycle or walk to work and experience a personal or family emergency, illness, or unscheduled overtime, or other eligible event can use this service and can call for the service between 6:00 a.m. to 10:00 p.m., Sunday through Saturday, except holidays (New Year's Eve, New Year's Day, Martin Luther King's Birthday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day). The ERH service can be used in the event of a personal or family emergency, personal illness, unscheduled overtime, or other eligible event.
- 5. If the ERH service is used for unscheduled overtime, a supervisor's verification will be required prior to the issuance of an ERH authorization number. If a transit option is used for the ERH, the participant will be mailed a transit reimbursement voucher. The transit reimbursement voucher will need to be submitted back to SPC within thirty days in order for payment to be made.
- 6. The commuter must be working in the 10-county Southwestern PA region (Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington and Westmoreland counties).
- 7. Depending on the nature of the emergency, location, and vendor service, a commuter using the ERH service could use a taxicab, shuttle, limousine, car rental, transit, or any combination of services to reach their destination point. SPC's CommuteInfo contractor and/or their designees will make that assignment.
- 8. If the ERH trip is made by a car rental company, SPC will pay for all charges. The participant is responsible for signing a standard rental agreement, show a valid driver's license, proof of insurance or request for purchase of insurance on-site, provide a credit card number for collateral, and return the rental car within a 24 hour period. The commuter would be responsible for any loss or damage to the rental car.
- 9. Depending on the commuter's employment site, an Employee Transportation Coordinator (ETC) may have to be contacted first in order to make the appropriate arrangements for this service. Please check with your personnel department as to whether or not your site has a designated ETC.

## **APPENDIX B**

# PROPOSAL EVALUATION RATING SHEET

# **CommuteInfo Emergency Ride Home Service**

<b>Proposer Name</b>	
-	

Rating Criteria	Weighting	Rating Score	Weighted Score
A. Qualifications	3		
B. Experience	3		
C. Work Plan	2		
D. Understanding of Project Objectives	1		
E. DBE Participation	1		
Total Weighted Score			

Rating Score Range: 0 through 10 10 is the highest possible score 0 is the lowest possible score

Rating performed by:		
	Print Name	Date
	Signature	

#### **APPENDIX C**

#### SOUTHWESTERN PENNSYLVANIA CORPORATION

#### CONTRACTOR DBE COMMITMENT

To meet the requirements of Department of Transportation Regulation 49 CFR, Part 24.3, all bidders will provide evidence of the methods they have used to meet the Disadvantaged Business Enterprise / Joint Venture goals as published in the SPC Disadvantaged Business Enterprise Plan and approved by the Department of Transportation.

The bidder shall make good faith efforts, as defined in Appendix A of 49 CFR Part 23, Regulations of the Office of the Secretary of Transportation, to subcontract a percent of the dollar value of the prime contract to small business concerns owned and controlled by socially and economically disadvantaged individuals (DBE). In the event that the bidder for this solicitation qualifies as a DBE, the contract goal shall be deemed to have been met. Individuals who are presumed to be socially and economically disadvantaged include women, Blacks, Hispanics, Native Americans, Asian-pacific Americans, and Asian-Indian Americans. The apparent successful competitor will be required to submit information concerning the DBEs that will participate in this contract. The information will include the name and address of each DBE, a description of the work to be performed by each named firm, and the dollar value of the contract. If the bidder fails to achieve the contract goal stated herein, it will be required to provide documentation demonstrating that it made good faith efforts in attempting to do so. A bid that fails to meet these requirements will be considered non-responsive.

I (we) hereby certify that I (we) have complied with the above requirements and DBE goals expressed

in the RFP and am committing to a Disadvantaged Business Enterprise Utilization of				
* percent of the anticipated work plan.				
Name(s) of Proposed DBE(s): _				
Name of Proposer	Fed ID No			
Authorized Signature				
Address				
Date				

<sup>\*</sup> The penalty for making false statements is prescribed in 18 U.S.C. 1001

## **APPENDIX D**

## ANTICIPATED PROCUREMENT TIME SCHEDULE

April 16, 2004 Notice to Bidders

April 16, 2004 RFP Advertised

May 3, 2004 Last Day for Technical Questions

May 5, 2004 Answers to Technical Questions Posted

May 12, 2004 Technical and Price Proposals Due

June 4, 2004 (Tentative) Presentations by Proposing Firms

June 7 – 15, 2004 Contract Negotiations

June 25, 2004 Contract Award and Notice to Proceed

July 1, 2004 Project Start Date

# Newspaper Ad...

# REQUEST FOR PROPOSALS

On behalf of Southwestern Pennsylvania Commission, the Southwestern Pennsylvania Corporation is soliciting Proposals from multi-disciplined firms interested in entering into a Contract to provide and/or contract for emergency ride home services on an as needed basis to commuters registered with the CommuteInfo program. Request for Proposals can be obtained at Southwestern Pennsylvania Corporation, 425 Sixth Avenue, Suite 2500, Pittsburgh, PA 15219-1819, or by logging on to the SPC website at: <a href="https://www.spcregion.org">www.spcregion.org</a> and download a copy of the RFP.

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